

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

112003 13281 10/7/16441  
Mail Stop Patent Application  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450  
Sir:

Atty. Dkt.: 36-1798

Date: November 20, 2003

17302 U.S. PTO  
10/7/16441  
112003

Attached for filing is the patent application of:

Inventor: POTTER et al.

Entitled: MULTIMEDIA CALL CENTRE

and including attachments as noted below:

- ☐ Newly executed Declaration, ☒ Copy of Substitute Declaration filed April 3, 2000 from prior application, ☒ Abstract  
☐ Please **delete** the following inventors in the continuation/division/continuation-in-part application:

**Deleted persons:**

14 pages of specification and claims (including 23 numbered claims), and

8 sheets of accompanying drawing/s.

☐ Record the attached assignment to \_\_\_\_\_ and return to the undersigned.☐ Attached is a Power of Attorney.☒ Priority is hereby claimed under 35 U.S.C. § 119 based on the following foreign applications:**Application Number****Country****Day/Month/Year Filed**

9621524.9

Great Britain

16/OCTOBER/1996

PCT/GB97/02782

8/OCTOBER/1997

, respectively, the entire content of which is hereby incorporated by reference in this application..

☐ Certified copy(ies) of foreign application(s) is/are attached.☒ Certified copy(ies) in prior appln. no. 08/758,424 filed November 29, 1996 and prior application no. 09/029,318 filed February 26, 1998☐ This application claims the benefit of Provisional Application No. \_\_\_\_\_, filed \_\_\_\_\_, the entire content of which is hereby incorporated by reference in this application.☒ This application is a ☐ continuation/☒ division/☐ continuation-in-part of Application No. 09/029,318, filed February 26, 1998, which is a continuation of Application No. 08/758,424 filed November 29, 1996 and CPA of 08/758,424 filed July 6, 1999, the entire contents of which are hereby incorporated by reference in this application.☐ Petition filed in prior application to extend its life to insure co-pendency.☒ The prior application is assigned to British Telecommunications public limited company, London, England.☒ It is hereby requested that the Examiner consider the art cited in the parent applications by applicant and/or the Examiner for the reasons stated therein. A listing of that art is attached.☐ Applicant claims "small entity" status. ☐ "Small entity" statement attached.☒ Please enter the attached and/or below preliminary amendment **prior** to calculation of filing fee:

- ☒ Also attached: ☐ Information Disclosure Statement; ☐ Non-Publication Request; ☐ Nucleotide and/or Amino Acid Sequence Submission; ☐ Statement deleting Inventor(s) named in prior application; ☒ Other: Form PTO-1449

**FILING FEE IS BASED ON CLAIMS AS FILED LESS ANY HEREWITH CANCELED**

Basic Filing Fee				\$	770.00
Total effective claims	8	- 20 (at least 20) =	0	x \$	18.00
Independent claims	1	- 3 (at least 3) =	0	x \$	78.00
If any proper multiple dependent claims now added for first time, add \$260.00 (ignore improper)				\$	0.00
				<b>SUBTOTAL</b>	\$ 770.00
If "small entity," then enter half (1/2) of subtotal and subtract				-\$	( 0.00)
				<b>SECOND SUBTOTAL</b>	\$ 770.00
Assignment Recording Fee (\$40.00)				\$	0.00
				<b>TOTAL FEE ENCLOSED</b>	\$ 770.00

Any future submission requiring an extension of time is hereby stated to include a petition for such time extension.

The Commissioner is hereby authorized to charge any deficiency, or credit any overpayment, in the fee(s) filed, or asserted to be filed, or which should have been filed herewith (or with any paper hereafter filed in this application by this firm) to our **Account No. 14-1140**.A duplicate copy of this sheet is attached.

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**NIXON & VANDERHYE P.C.**

By Atty: Raymond Y. Mah, Reg. No. 41,426

Signature: 